
Question 16 (2 marks)

What is the value to a worker of getting individual feedback from their supervisor? 2

This allows for personal and a one-on-one conversation to take place, ensuring that privacy is adhered and both the worker and supervisor can obtain any emotion in regards to themselves. Allows for a more coherent and focused conversation, the individual is more likely to listen and therefore learn or takeaway the feedback in a more serious manner, hence improvement of the individual.

Please turn over

Question 17 (6 marks)

- (a) Outline the benefits of managing kitchen waste effectively.

2

Managing kitchen waste effectively creates a clean work environment reducing the likelihood of vermin & pests. Effective waste management also limits the potential outbreak of food-borne illnesses & bacteria growth in the commercial cookery space.

- (b) Describe practices that establishments use to manage kitchen waste effectively.

4

Practices for effective waste management in ~~the~~ commercial kitchens include the regular disposal & removal of waste from the premises. Bins with lids are also important for effective waste management as well as compost & food scrap disposal measures. By storing waste separate from the kitchen the environmental hygiene of the establishment is increased. Regular removal of rubbish by council rubbish retrieval is extremely important. Food scraps if disposed should be effectively managed in sealed containers. Recycling policies & procedures should also be ~~available~~ to be practiced in the commercial kitchen.

Question 18 (10 marks)

- (a) State the intent of ONE piece of legislation related to food safety. 2

The Food Act 2003 intention is to ensure that food sold is safe & suitable to eat for the consumer and that behaviour around food preparation and handling procedures is appropriate and professional to ensure the food is safe to be consumed.

- (b) Describe the conditions that are most likely to lead to the microbiological contamination of food. 3

Microbiological food contamination means that the food has come into contact with or been contaminated by biological factors including pesticides, chemicals, (fertilizers), virus^{or} bacteria. Each of these types of contaminant may be as a result of incorrect or unsafe growing of the food product, incorrect chemical use^{unit} during the products growth, leaving the food in the incorrect storage area or unsafe storage of food to allow bacteria to grow (eg incorrect temperature) or poor management of the products development phase and not protecting ~~it~~ it from disease.

Question 18 continues on page 12

Question 18 (continued)

- (c) Explain the hygienic work practices involved in the preparation of crumbed fish and salad. 5

personal / *environmental*

There are two types of hygienic practices involved: personal and environmental. Personal ensuring that the person who is preparing the food items has adequate hygiene including covered hair, clean attire, washed hands and open wounds covered with a blue bandaid. Environmental ensuring that the preparation benches are sanitised and cleaned, all scraps or off-cuts are put away and storage of the two items are in correct location - coolroom. The use of two different coloured boards (green for salad and blue for fish), temperature of stored items is correct (1-4°C salad some for fish or frozen -18-24°C) when crumbing the fish, different bowls for bread crumbs, egg whites and flour, do not mix hands between, wearing of gloves. Should be then covered and put back into storage immediately after preparation has been completed. Wash hands between the two different tasks.

End of Question 18

Question 19 (9 marks)

- (a) How does the transfer of heat differ for convection and conduction cooking methods? 2

Convection is when heat is passed through another medium for the food to cook ie, boiling in water.
Conduction is where the food item comes in direct contact with the heat source, ie, grilling or frying an egg on a frypan.
on a grillplate

- (b) Compare the purpose of cleaning procedures with the purpose of sanitising procedures in a commercial kitchen. 2

Cleaning procedures are those where the removal of obvious scraps or dirt in the kitchen are removed. This may be mopping, sweeping, putting equipment away or wiping over a bench with a cloth. Sanitising goes one step further and uses sanitizers or cleaning chemicals to reduce the potential for bacteria to ^{become} present in the kitchen ie, sanitising equipment, sanitising benches to remove any bacteria present and stop it from growing.

Question 19 continues on page 14

Question 19 (continued)

- (c) Explain the factors to be considered when plating and presenting food to meet industry standards. 5

Total Quality Assurance should be implemented when plating and presenting food. This will meet industry standards in means of portion control and equitable and fair meals for consumers to meet their expectation of a comfortable and equitable dining experience. Plating of food should be logical and done so as quickly and efficiently as possible, hence, industry standards met for efficient service. Presentation of food should be appealing and creative, again meeting industry standards for food quality. No-one plate of the same meal should have a larger or smaller serving^{size} of the product and should not be over or under presented with garnishes. The food must look eatible.

End of Question 19

Question 20 (8 marks)

Explain the responsibilities of the Person Conducting Business or Undertaking (PCBU), the worker and the union in the implementation of work health and safety (WHS) requirements.

8

The responsibility of the PCBU must be that of knowledge and equitability. They are in charge, therefore, they are ^{required to inform their employees of} required to enforce the implementation of ^{the} WHS ^{requirements} within their business and ensure their employees are meeting the requirements and acting appropriately within the establishment. The worker must adhere to their PCBU's instructions and commands in regards to WHS management and implementation. If the PCBU feels the worker should be wearing a particular item of personal protective equipment ^(PPE) as stated by WHS, then the worker must act accordingly. It is the unions job to monitor these WHS implementations within hospitality establishments and deliver any information or notices in regards to WHS policies to the PCBU for them to then ~~to~~ implement that into their establishments and impose upon their employees. WHS requirements range from that of PPE to ^{safe} manual handling practices for the employer, employees and any one who is undertaking the work within the establishment or conducting it, (eg: from work experience student to a contractor). WHS is serious and must not be treated lightly by any of the ~~the~~ positions mentioned above.